

**In the Specification**

Replace the entire paragraph beginning on page 13, lines 8-13, with the following amended paragraph:

Various forms of interaction occur within the environment depicted in Figure 3. Such interaction for users 48, service provider 150, small office maintainer and administrator 151, and printer buyer 152 can occur using an existing application interface. Alternatively, it can occur using e-mail, a pager, a maintenance ticket, a hard copy report, an ~~extended data interface~~ an electronic data interchange (EDI), a web interface, or a JAVA application.

Replace the entire paragraph beginning on page 14, lines 22-26, with the following amended paragraph:

Interaction of service providers 250 can exist in a number of ways. For example, service provider 250 and users 248 can interact utilizing an existing application interface. Alternatively, they can interact using e-mail, pager, maintenance ticket, hard copy reports, ~~extended data interface~~ electronic data interchange (EDI), a web interface, or a JAVA application.